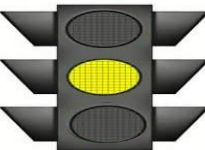



# EMS Billing Patient Payment Office of Management & Budget

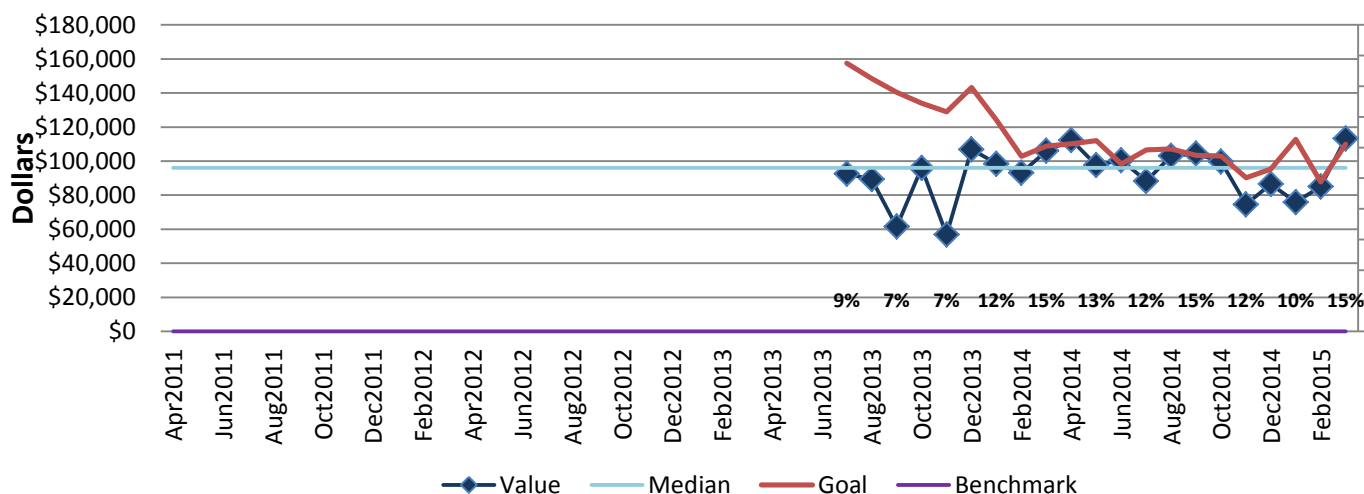


KPI Owner: Daniel Frocht

Process: EMS Billing

| Baseline, Goal, & Benchmark   |                                     | Source Summary  | Continuous Improvement Summary   |                |   |
|---|-------------------------------------|---|--|----------------|---|
| Baseline: TBD<br>Goal: Increase Patient Pay collection portion to at least 15% of what is billed to Patient Pay<br><br>Benchmark: FY 2014 |                                     | Data Source: Zoll Solutions<br><br>Goal Source: OMB<br><br>Benchmark Source: TBD  | Plan-Do-Check-Act Step 1: Define the problem<br>Measurement Method: Track and monitor collections for patient pay accounts<br>Why Measure: To clearly identify problem areas and develop solutions to increase revenues by this payer type<br>Next Improvement Step: Validate problem, benchmark, baseline, and goal |                |   |
| How Are We Doing?   |                                     |   |  |                |   |
| Apr2014-Mar2015<br>12 Month Avg Goal  | Apr2014-Mar2015<br>12 Month Average |  | Mar2015 Goal   | Mar2015 Actual |  |
| \$1,237,161   | \$1,141,291                         |   | \$109,991  | \$113,272      |   |
| Dollars   | Dollars                             |   | Dollars  | Dollars        |   |

## EMS Billing Patient Payment



## Patient Pay Portion

